



WHEN YOU CALL US, YOU'LL HEAR A NEW VOICE – YOU'RE IN THE RIGHT PLACE.

Starting in early September, calls to Hilltown Community Health Centers will work like this:

1 SELECT A LANGUAGE

Press 1 for English or 2 for Spanish. If you already know you need a specific extension, press 0 instead. For any other language, follow the recorded options.

2 SPEAK WITH FLORENCE

After selecting a language, Florence—our automated assistant—will answer. Once she's on the line you can talk to her the way you'd talk to a person: full sentences are fine, and the more you say about why you're calling, the faster she can get you to the right place.

3 GET CONNECTED

Florence will connect you to the correct department.

TIPS & ADDITIONAL INFORMATION

- *Don't speak during the menu, and don't wait silently— Florence only responds to a keypress, and will only read the menu twice.*
- *You can ask for a person at any time!*
- *This is the same menu and assistant that has been answering our calls after hours, on weekends, and during our lunch closure. Nothing about your care is changing, and our phone number is the same.*

EMERGENCIES

If you are having a medical emergency, hang up and dial 911.

CONTACT US



www.hchcweb.org
(413) 835-4980

